



## Covid Update

As many of you know, due to the coronavirus outbreak, your contact with our medical centre is different at the moment. This is to limit face to face contact where possible and to help stop the spread of coronavirus.

Face-to-face appointments have been available to all of our patients throughout the pandemic, but patients have been asked to discuss their condition over the phone or online first to assess what type of appointment is most appropriate for them.

Appointments are now being delivered face-to-face, online and over the telephone. If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering. We have measures in place to keep you safe from infection during your visit to the surgery. Please do not come to the surgery without an appointment.



**Cleveland's  
Medical  
Centre**

**Autumn 2020  
Newsletter**



## Hello and Goodbye

Dr Bramwell retired in August after 30 years at the practice.

We have been joined by Dr Gomes (M) and Dr Brookes (M). Dr Nugent (F) has replaced Dr Brown as our Registrar and will be here until February 2021.

In September we were also joined by Julia and Paul who have joined us as Phlebotomists; and Carolyn and Rebecca who have joined our administration team.

We will also be saying goodbye to Dr Perks and Vicky (receptionist) in October.

# Patient Participation Group (PPG)

Our patients and carers are represented by a group of volunteers called the Patient Participation Group who meet a few times a year to discuss practice items of mutual interest. We also have a Virtual Patient Participation Group (VPPG) for patients and carers unable to attend our PPG Meetings but who would like to comment on new services and developments at the practice. VPPG members are contacted by e-mail a few times a year for their opinions.

If you would like more information about the PPG or VPPG, please contact Mr David Jones (Chairman) at [cleelandsppg@gmail.com](mailto:cleelandsppg@gmail.com) or telephone the practice 01242 672669 and leave your contact details with our reception team.



Gloucestershire Foodbank has helped a number of patients registered at our practice in recent years. They are part of a nationwide network of foodbanks supported by The Trussell Trust.

Please think about leaving a food donation for the foodbank wherever you see one of their collection points or make an online donation through their website [www.gloucester.foodbank.org.uk](http://www.gloucester.foodbank.org.uk).

Unfortunately, we are unable to collect donations for the Foodbank at the Practice during current restrictions.

## Contacting us by telephone

We receive about a quarter of our daily telephone calls between 08.00 and 09.00 am every day. If you do not need an urgent same day appointment or a home visit, please try and telephone after 09.00 am.

This means that you will be less likely to be in a queue waiting for your call to be answered. It will also enable our reception team to deal with patients with a more urgent need more quickly.

## eConsult

eConsult is our new online service which enables patients to have an online consultation with a GP. The system allows patients to submit their symptoms or requests to a GP electronically and offers around-the-clock NHS self-help information, signposting to services and a symptom checker.

If you have a non-urgent condition or request, please try using our eConsult system, which is available through our website [www.cleelandsmedicalcentre.org.uk](http://www.cleelandsmedicalcentre.org.uk).



**Cleevelands  
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SAVE MY CONTACT

